

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B602) Maintenance and Operations Support for WIMS/LPM

TA No: 101-Rev5

Task Area Monitor: **Alternate Task Area Monitor:**

None

NASA POC: **Software Control Class:**

Low Control

Type of Task: Recurring Task

2. BACKGROUND

In November 2004, LaRC completed the deployment of Workforce Integrated Management System (WIMS) to the Agency with the exception of Goddard Space Flight Center (GSFC). WIMS consists of four (5) modules; Complement Allocation Planning System (CAPS), Program/Project Requirements Library System (PRLS), Workforce Planning System (WPS), Labor Pricing Module (LPM) and Automated Workforce Actuals Reporting System (AWARE).

As of January 2007 the modules are deployed as follows:

AWARE: 7 Centers

CAPS: 9 Centers

WPS: 10 Centers

PRLS: 5 Centers

LPM: 10 Centers

All Centers are actively using WIMS and the Government anticipates the user base will continue to grow in FY07 and beyond. In addition WIMS received official Agency endorsement which mandated (ref 9/26/05 Jim Jennings Letter -- SUBJECT: Required Use of WIMS) that "Centers will use WIMS as a system of record, and to the fullest extent possible will incorporate WIMS capabilities into their business processes".

The Agency will begin development of an Agency Automated PRD System (PRLS) for Agency-wide deployment. A deployment schedule has not been developed by the Government as of the publication of Revision 4 of this document. This document will be modified to capture any additional operations and maintenance requirements when the deployment occurs.

The WIMS Team will begin evaluation of a third-party reporting tool as an enhancement to the existing WIMS reporting capabilities. As of the publication of Revision 4 of this document a tool has not selected and therefore its impact to operations and maintenance is unknown. This document will be modified to capture any additional operations and maintenance requirements when selection is made and if deployment occurs.

3. OBJECTIVE

The objective of this task is to provide ongoing operations and support to the Agency for the Workforce Integrated Management System (WIMS) and the Labor Pricing Module (LPM) production installations. Inclusive in this task are the operations and support of the entire WIMS and LPM technical environment; production, Systems Acceptance Testing (SAT), development/test, and training. WIMS and LPM reside on the same hardware and utilize the same software technologies

This task also encompasses ongoing WIMS/LPM services including: configuration management, customer services and support, security, document management, application interface support, training and administrative support. This task shall also be used to support emergency releases and system corrections as required to correct or repair performance interruptions, performance degradations and/or functional problems.

Future product releases shall be dictated by the WIMS CCB and developed and released under the WIMS development task, SLB038. Once approval for modifications are received, the SLB038 task will be modified to address the release requirements.

4. GENERAL IT SUPPORT SERVICES

General IT Support Services Performance Metrics

Performance Standard: Documentation is current, complete, understandable and accessible.

Performance Metrics:

- Exceeds: Meets criteria and significant improvements have been made to improve the clarity and document quality. Documentation is complete, accurate, and understandable, (with only minor errors noted). It is delivered to the TAM on the due date and posted to the document library within 1 business days following TAM approval.
- Meets: Documentation is complete, accurate, and understandable, (with only minor errors noted). Documents accurately reflect the current configuration. It is delivered to the TAM on the due date and posted to the document library within 2 business days following TAM approval.
- Fails: Documentation is not current or documents do not accurately reflect the current configuration.

Performance Standard: Administrative and scheduling documents are accurate, understandable, and delivered in a timely manner.

Performance Metrics:

- Exceeds: Minutes are posted to the document library and published to attendees within 1 business days following meeting/telecon. Minutes require no corrections. Schedules are current and accurately reflect the work of the project and require no corrections.
- Meets: Minutes are posted to the document library and published to attendees within 3 business days following meeting/telecon. Minutes require only minor corrections. Schedules are current and accurately reflect the work of the project and require only minor corrections.
- Fails: Minutes are posted to the document library or published to attendees

more than 3 business days following meeting/telecon. Minutes require significant corrections. Schedules are not current and do not accurately reflect the work of the project.

Performance Standard: All system components and documents are under configuration control.

Performance Metrics:

- Exceeds: No system errors resulting from different system component configurations. Restoration to a prior system version or component version is accomplished in less than 1 business day.
- Meets: Minor and easily correctable system errors resulting from different system component configurations. Restoration to a prior system version or component version is accomplished within 1 business day.
- Fails: Significant system errors resulting from different system component configurations. Restoration to a prior system version or component version exceeds 1 business day.

Performance Standard: The application meets or exceeds the performance standards identified in the Service Level Agreement (SLA)

Performance Metrics:

- Exceeds: The application exceeds the performance standards set forth in Section 4, Performance Standards, of the SLA.
- Meets: The application meets the performance standards set forth in Section 4, Performance Standards, of the SLA.
- Fails: The application does not meet the performance standards set forth in Section 4, Performance Standards, of the SLA.

Performance Standard: Interfaces function as designed. Unscheduled center data requests meet customer requirements

Performance Metrics:

- Exceeds: Meets and unscheduled (on demand) interface requests exceed customer expectations.
- Meets: System interfaces function as designed and have no adverse impact to system performance. Unscheduled (on demand) interface requests meet customer expectations.
- Fails: System interfaces do not function as designed and have an adverse impact to system performance.

Performance Standard: The systems to which these services apply are reasonably available and perform as expected.

Performance Metrics:

- Exceeds: Systems are available and perform as expected more than 95% of the time during the evaluation period.
- Meets: Systems are available and perform as expected 95% of the time during the evaluation period.
- Fails: Systems are available and perform as expected less than 95% of the time during the evaluation period.

Performance Standard: Customers are satisfied with the training.

Performance Metrics:

- Exceeds: Customer performance and satisfaction ratings average excellent within the evaluation period.
- Meets: Customer performance and satisfaction ratings average good to very good within the evaluation period.
- Fails: Customer performance and satisfaction ratings average less than good within the evaluation period.

Performance Standard: Systems and components are in compliance with Government IT Security Guidelines and all Government IT Security Guidelines are followed

Performance Metrics:

- Exceeds: All baseline IT security requirements for the information category are exceeded; All Government IT Security guidelines have been followed during the evaluation period.
- Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; All Government IT Security guidelines have been followed during the evaluation period.
- Fails: All baseline IT security requirements for the information category are not and a waiver for non-compliance from the LaRC IT Security Manager has not been received; All Government IT Security guidelines have not been followed during the evaluation period.

Performance Standard: Deliverables are submitted on time and meet project requirements.

Performance Metrics:

- Exceeds: The deliverables are submitted to the TAM as documented in the work area and exceed the work area requirements.
- Meets: The deliverables are submitted to the TAM as documented in the work area and meet the work area requirements.
- Fails: The deliverables are not submitted to the TAM documented in the work area or either does not meet the work area requirements

Performance Standard: The contractor is responsive to customer service requests and customer is satisfied with services received.

Performance Metrics:

- Exceeds: Contractor responds to customer within 2 hours of receiving the service request. Average customer performance ratings average excellent during the evaluation period.
- Meets: Contractor responds to the customer within 2 - 4 hours of receiving the service request. Average customer performance ratings average very good during the evaluation period.
- Fails: Contractor does not respond to customer for over 4 hours after receiving the service request. Average customer performance ratings average less than very good during the evaluation period.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Technical

LaRC Manager:

Work Area Description: Manage and maintain the WIMS/LPM technical infrastructure (hardware, software, interfaces) with minimal disruption to system performance and availability.

Work Area Requirements: * Maintain the WIMS environment identified in the WIMS Technical Architecture document and detailed in Exhibit A.

* Work to ensure servers are installed, configured, and maintained to support an Agency-wide deployment. Ensure system is properly monitored and functions as expected.

* Maintain system performance and availability as identified in the WIMS Service Level Agreement (SLA).

* Identify and document technical risks.

* Provide administrative services, including but not limited to, system administration, database administration, web administration, and application (Cold Fusion) administration.

* Manage and support all hardware and software components, including licensing and maintenance agreements.

* Provide complete backups and disaster recovery.

* Coordinate and work with other Center and Agency service providers impacting performance, availability, and/or accessibility.

* Develop and maintain technical documents.

* Determine necessary transition requirements to meet future HW/SW moves and post-deployment operations and maintenance

* Address Agency/Center CIO questions on technical issues/concerns/questions.

* Work with SA, DBA, and SW Developers to recommend performance improvements and verify current resources are adequate to support the current WIMS/LPM business needs and NASA standards.

Work Area Title: Application Support

LaRC Manager:

Work Area Description: Troubleshoot and solve application problems

Work Area Requirements: * Resolve Change Requests with a status of "Problem".

* Resolve user identified problems and errors.

* Document resolution in all impacted documents.

* For technical resolutions, manage and coordinate the installation and testing of the resolution into production

Work Area Title: Customer Services

LaRC Manager:

Work Area Description: Manage and provide customer services to the Agency. Manage, track and resolve problems until their successful completion.

Work Area Requirements: * Perform help desk services as identified in the WIMS Service Level Agreement (SLA)

- * Provide first and second tier support to LaRC. Provide second and third tier support to the Agency.
- * Perform trouble shooting and perform corrections as required.
- * Utilize the CONITS Customer Support Desk to receive and process Agency requests for help and support. Track all calls to their successful resolution. Provide a monthly status report on calls received to the TAM.
- * Conduct quarterly customer performance satisfaction assessments in order to determine overall customer satisfaction with support.
- * Identify problem areas make recommendations for improvement to the Government.

Work Area Title: Training

LaRC Manager:

Work Area Description: Manage, coordinate and provide WIMS/LPM training.

Work Area Requirements: * Develop, maintain and distribute a WIMS/LPM training plan.

* Develop release centric training materials and post to the WIMS/LPM Document Library and the WIMS/LPM application sites. Distribute training materials to Centers prior to each production release.

* Respond to Agency requests for training materials.

* Train Centers according to the project schedule or as requested by the TAM. The Government anticipates 1 out of schedule training session per month to include new user training and refresher training.

* Conduct an ongoing assessment of the training approach, identify training gaps or weaknesses, and provide recommendations for training improvements to the Government. Implement approved recommendations with the agreement of the TAM.

* Coordinate training logistics (i.e. where, who, style, room set-up, special Center issues/concerns, etc)

* Coordinate the attendance of key personnel (i.e. Implementation Team POCs, Business Process Leads) at Centers receiving the training.

* Collect customer feedback on performance, assess overall satisfaction and areas of improvement. Review feedback and deliver performance assessment and areas of potential improvement to the TAM at weekly status meetings.

** Deliverables: Customer performance feedback, training assessment, training plan

Work Area Title: Security

LaRC Manager:

Work Area Description: Ensure compliance of WIMS/LPM with Government security policy. Ensure the security of data transmission between the LaRC and the Agency.

Work Area Requirements: * Implement security upgrades as requested by the WIMS CCB, LPM CCB or the TAM.

* Perform security reviews and manage and maintain documentation as mandated by Government policy

* Utilize secure technologies when exchanging data between LaRC and the Agency.

* Attend security related workshops as required and approved by the TAM.

* Maintain WIMS Security Plan

Work Area Title: Document Management

LaRC Manager:

Work Area Description: Manage and maintain WIMS/LPM documentation.

Work Area Requirements: * Perform as the WIMS/LPM document librarian.

* Manage and coordinate Agency and Center document reviews until the publication of final versions are achieved.

* Manage and maintain all documents, current and prior versions, within the document management library.

* Place all documents under configuration management.

* Post current document versions to the WIMS/LPM production and SAT sites in both their native format and PDF within 2 business days following Government approval.

* Initiate and coordinate annual document reviews with the TAM.

Work Area Title: Administrative and Scheduling

LaRC Manager:

Work Area Description: Provide WIMS/LPM administrative and scheduling services.

Work Area Requirements: * Provide administrative support including recording and publication of meeting minutes, maintenance of action items, and coordination, scheduling, and logistics of meetings.

* Provide scheduling support utilizing MS Project. Services include management and maintenance of WIMS/LPM product release schedules, communicating impact assessments of schedule modifications to the TAM, and distributing schedules to the Agency.

** Deliverables: Schedule, Minutes, Action Items

Work Area Title: Configuration Management

LaRC Manager:

Work Area Description: Place all components of the WIMS/LPM architecture (software, hardware, documentation) under configuration control. Participate in the Agency Configuration Management process.

Work Area Requirements: * Implement a process for the configuration control of all components.

* Maintain the WIMS Configuration Management Plan.

* Ensure technical components (i.e. SAT, Production, Development/Test, Training) remain in-sync with each other to no less than 95% accuracy. Deviations should be minor and have minimal to no impact on expected system performance within each environment.

* Provide Configuration Control Team (CCT) support as identified in the WIMS Configuration Management Plan.

* Manage and maintain the contents of the WIMS/LPM Change Request System (CRS).

* Coordinate and support the release into production and ensure the release performs as expected

Work Area Title: Interfaces

LaRC Manager:

Work Area Description: Ensure efficient and effective downloads and uploads of WIMS/LPM data to and from existing Agency and Center systems.

Work Area Requirements: * Maintain all interfaces. Resolve data discrepancies and performance issues. Work with interface providers to resolve data feeds when problems occur.

- * Maintain and keep current the IDA documents.
- * Manage and support periodic (not on a set schedule) data feeds to/from Centers.

** As of the publication of Rev 4 of this document there are 5 WIMS interfaces: WPS to LPM, FPPS to WIMS, CMS to WIMS, ALDS to WIMS. The Government anticipates 7-12 unscheduled Center data feeds during a FY.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

Security requirements are documented in the Center IT Security Plan. Requirements identified in this plan are to be, at a minimum, adhered to and compliant with Government IT policy and guidelines achieved.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

Software engineering process requirements for this task come under under the Task Assignment SL001.

10. JOINT REVIEW SCHEDULE

The Contractor shall attend meetings with the Government as required to convey status and discuss issues and problems. As of the publication of this document the Government anticipates weekly meetings with the Contractor.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/05 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

Customer Service

Quality: 40% Timeliness: 60%
All work service areas except customer service

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Documents For Annual Review	Annual document review schedule shall be agreed upon by the TAM and the contractor within 15 business days following the approval of this task.
2	Minutes and Action Items	As identified in the Work Area, "Administrative and Scheduling Services".
3	Support Calls Report	As identified in the Work Area, "Customer Services". Report shall be delivered no later than the 10th day of the month unless approved by the TAM.
4	Schedules	Shall be delivered to the TAM on no less than a weekly basis.
5	Quarterly Customer Performance Satisfaction Assessments	Dec 07, Mar 07, Jun 07, Sept 07
6	Training Deliverables	As identified in the Training Work Area
7	Administrative and Scheduling Deliverables	As identified in the Administrative and Scheduling Work area

17. FILE ATTACHMENTS

[OTHERS3](#)

[Others1](#)

[Others2](#)